

What is claimed is:

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1. A method of program mapping selected ones of a plurality of telecommunication system features from a central programming controller to selected ones of a plurality of switches on at least one local instrument using at least one of tones, beeps, buzzes and 5 voice prompts provided by the central controller to a user at the at least one local instrument.

2. The method of claim 1, further comprising:

remotely locating the central programming controller and a user interface from the user, and

10 separating the central programming controller and the user interface from the user by a telecommunication connection.

3. The method of claim 1, further comprising:

physically locating the central programming controller in the same cabinet as the at least one local instrument in a telecommunications system controlled by the central 15 programming controller.

4. The method of claim 1, wherein the at least one local instrument is one of a telephone, a FAX, a computer, and a scanner.

5. The method of claim 1, wherein the local switches include buttons on a telephone.

6. The method of claim 1, wherein the switches are local switches including at least one contact sensitive region of an electronic display.

7. The method of claim 1, wherein the switches further comprise at least one of steady lights, multicolored light, and lights blinking at selected rates.

5 8. The method of claim 1, wherein the plurality of telecommunication system features further comprise at least one of call forwarding, speed dial, intercom, call waiting, call holding, voice mail and conference calling.

9. The method of Claim 1, wherein the central programming controller is a PBX.

10 10. The method of Claim 1, wherein voice prompts are included in a voice prompt system, and the method further including:

using said voice prompt system to answer a telephone call.

11 A method of program mapping selected ones of a plurality of PBX system features to selected ones of a plurality of telephone buttons on a telephone receiver, the method comprising:

15 using voice prompts to a user at the telephone receiver and the telephone buttons; and

generating said voice prompts by at least one user interface connected to the PBX.

12 The method of claim 11 further comprising:

remotely locating the PBX and the user interface from a user; and

separating the PBX and the user interface from the user by a telephone line.

13. The method of claim 11 further comprising:

5 physically locating the PBX in the same cabinet as at least one telephone in a  
telecommunications system controlled by the controller.

14. The method of claim 11, wherein the telephone receiver further includes one of a  
FAX, a computer data communications line, and a scanner.

15. The method of claim 14, wherein the telephone buttons further comprise switches on  
10 a telephone.

16. The method of claim 15, wherein at least one of the switches further includes at least  
one contact sensitive region of an electronic display.

17. The method of claim 15, wherein at least one of the switches further includes at least  
one of steady lights, multicolored light, and lights blinking at selected rates.

15 18. The method of claim 11, wherein the PBX system features include at least one of  
call forwarding, speed dial, intercom, call waiting, call hold, voice mail and conference  
calling.

19. A method of ~~using~~ a voice prompt system to answer telecommunication incoming signals and using ~~said~~ voice prompt system to program a telecommunications system.

20. A telephone apparatus having a voice prompting system to allow remote programming of the phone line features, comprising:

5        a plurality of telephone lines connected to a plurality of telephones in a centrally controlled phone network;

          a plurality of phone operating features controlled by a central controller;

          each individual one of the operating features selectively provided to any selected one of the plurality of lines;

10        each individual one of the plurality of telephones having a plurality of buttons, switches and indicator lights;

          each individual one of the lines being programmed to obtain selected ones of the plurality of phone operating features by a selected series of button presses of the plurality of buttons; and

15        wherein the voice prompting system provides selected pre-recorded messages responsive to an order of pressing a portion of the plurality of buttons.

21. The apparatus of claim 20, wherein the voice prompting system uses a flashing pattern of selected ones of the plurality of indicator lights to transmit information regarding the selected phone features.

22. The apparatus of claim 20, wherein the voice prompting system uses a color of selected ones of the plurality of indicator lights to transmit information regarding the selected phone features.

23. The apparatus of claim 20, wherein the voice prompting system uses a flashing pattern and a color of selected ones of the plurality of indicator lights to transmit information regarding the selected phone features.

24. The apparatus of claim 20, wherein the voice prompting system uses a voice recognition system to transmit information regarding the selected phone features to the central controller.

10 25. The telephone apparatus of Claim 20, wherein said central controller is a PBX.

26. The telephone apparatus of Claim 20, further including:  
a telephone answering system using said voice prompting system to respond to an incoming telephone call.

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